
ImpaCT



State of Connecticut Department of Social Services (DSS)

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ImpaCT

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ImpaCT – Overview

- ImpaCT is a new, state-of-the-art Integrated Eligibility system that will:
 - improve service to DSS clients
 - increase DSS efficiency and timeliness
 - ensure that CT families are getting *all* of the benefits for which they are eligible
- The need for ImpaCT is real – the current EMS is nearly 30 years old and can no longer provide the level of service our clients deserve
- ImpaCT is a modern, web-based system with advanced new tools to:
 - enhance program integrity
 - improve the accuracy of payments
 - offer more convenient, self-service options for clients
- ImpaCT is the latest step in DSS's multi-year modernization process. It follows a critical update to our phone system and includes the State's modern ConneCT document management system

ImpaCT – Benefits to DSS

- ❑ System logic will help DSS staff determine eligibility and calculate benefits for *all* appropriate programs
- ❑ System functionality was designed by DSS staff
- ❑ ImpaCT will help ensure compliance with complex rules that govern Medicaid, SNAP, cash assistance and other human service benefits
- ❑ New tools and processes will help DSS to be even more accurate, efficient, and timely

ImpaCT – Benefits to Clients

- Better coordination of many customer services features:
 - online and phone-based MyAccounts
 - ability to pre-screen for services
 - online applications, renewals and change-reporting
 - additional support through Client Information Line & Benefits Center
- User-friendly, web-based system with check boxes, drop-down menus, scroll bars, pre-filled fields, and other helpful navigation tools
- Easier-to-read, more helpful notices and letters from DSS
- Choice of getting email notifications instead of paper mailings

ImpaCT – Project Status

- ❑ ImpaCT is on track for its first test-run in the Middletown office beginning October 11th
- ❑ This test-run will involve about 75,000 people, or 8% of our caseload
- ❑ The purpose is to help us identify and resolve any technical or training issues before the statewide rollout of ImpaCT in March
- ❑ We continue to conduct rigorous system testing and training of DSS staff to ensure their understanding of and comfort with new system functionality and business processes
- ❑ DSS continues to work in close coordination with FNS and CMS

ImpaCT – Test-Run of System

- ❑ The test-run in the Middletown office will give us the opportunity to identify and resolve any technical or training issues before the ImpaCT system rolls out statewide in 2017
- ❑ We want to ensure that ImpaCT is prepared to provide the critical functionality necessary to serve DSS clients
- ❑ Once ImpaCT meets all key performance indicators in the test office, we will roll the system out in two waves in 2017

ImpaCT – Test-Run Schedule

Additional offices will be added to the ImpaCT implementation in two waves:

- ❑ Wave 1 – current target is *January 2017* - Bridgeport, Stamford, New Haven, Danbury and Torrington
- ❑ Wave 2 – current target is *March 2017* - Hartford, Manchester, New Britain, Norwich, Waterbury and Willimantic
- ❑ Wave 1 must meet key performance indicators prior to going live with Wave 2

ImpaCT – Implementation

- ❑ DSS will *not* be closing offices during implementation
- ❑ There will likely be some temporary delays in service as our staff adjusts to using the new system but we have business processes in place to help reduce wait times in the offices and on the benefit center phone lines
- ❑ DSS will monitor all activities and communicate with stakeholders throughout the transition
- ❑ DSS will provide project updates on our website

Next 31 Days

- ❑ Finalize work on integration with ConneCT and ahCT
- ❑ Wrap-up interface work
 - Functional/end-to-end testing
 - Trading partner sign-off
 - MOU's
- ❑ Finalize infrastructure work
 - Connectivity
 - Security
 - Readiness checklists & procedures

Next 31 Days

- ❑ Complete performance testing
- ❑ Finalize test office (Middletown) readiness
 - Conduct training
 - Execute communication plan
 - Conduct production dry-run
 - Review interim business processes
 - Set up office
- ❑ Initiate conversion of Middletown data
- ❑ Receive federal approvals from CMS, FNS and SSA